

COVID-19 Report – 3rd Qtr. 2020

Palmetto Utilities, Inc.

Palmetto Wastewater Reclamation, Inc.

Since both companies share operational and back office personnel through Ni America Operating, LLC, the following actions apply to both companies.

ACTIONS TAKEN

In response to the State of Emergency declared in South Carolina for COVID-19, the Companies took the following actions:

- Closed the office lobby to customers from March 18th through May 26th, 2020 to minimize the spread of COVID-19. The office lobby also closed again briefly in June due to a spike in cases. The office is currently open to customers. Masks are required and steps are taken to help assist the customers with social distancing. Customers can also make payments online, set up automatic drafts, utilize the overnight payment box, or pay with bill pay through their banks. This information is available to customers on the website as well as on notices posted on the front door of the office.
- Suspended service disconnections from March 11th to August 30th so that customers had access to these essential sewer services.
- Resumed disconnections on August 31st and set up installment plans for 56 customers during the disconnection period.
- Suspended late fees from March 11th to September 1st and took measures to ensure customers' accounts would not be negatively impacted from delays in the mail or in processing payments deposited in the overnight payment box.
- Restored service in March to residential customers whose services had previously been disconnected for non- payment.
- The Companies do not currently report delinquencies to credit agencies.
- The Companies offer payment arrangements as well as information on organizations available to assist customers experiencing financial hardship.
- The Companies have posted on their website information about bill payment assistance, payment plans, and other options available to customers that are experiencing financial hardship. Customer service representatives are also prepared to provide this information to customers that are experiencing financial hardship. Palmetto Utilities, Inc. has also contributed \$50,000 to Wateree Community Actions and has pledged to contribute and additional \$50,000 annually for the next two years in an effort to help customers in need of assistance.

In addition to these actions, the Companies monitor the guidance and directives from Centers for Disease Control and Prevention ("CDC") and other government agencies and ask employees to follow the hygiene suggestions and travel notices released by the CDC. The Companies also continue to comply with the protocols enacted in the City of Columbia, SC., Emergency Ordinance.

The Companies, including the customer service group, remained fully operational during the entire State of Emergency and service technicians were and continue to be available 24 hours a day seven days a week to respond to emergencies.

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Item	Impact	Comments
<u>Palmetto Utilities, Inc.</u>		
Revenues:		
Misc. Revenues - Late Fees	\$ 96,042	Late fees suspended
Misc. Revenues - Notification Fees	197,225	Notification process for disconnections suspended
Misc. Revenues - Reconnection Fees	3,220	92 customers reconnected
Operating Expenses:		
Travel	(1,348)	Canceled travel
Miscellaneous Expense	3,349	Employee PPE
Supplies	<u>(59,214)</u>	Certified letter postage, printing and mailing
Net Impact	\$ 239,273	

Palmetto Wastewater Reclamation, LLC

Revenues:		
Misc. Revenues - Late Fees	\$ 9,896	Late fees suspended
Misc. Revenues - Notification Fees	9,975	Notification process for disconnections suspended
Misc. Revenues - Reconnection Fees	175	5 customers reconnected
Operating Expenses:		
Travel	(314)	Canceled travel
Miscellaneous Expense	771	Employee PPE
Supplies	<u>(3,106)</u>	Certified letter postage, printing and mailing
Net Impact	\$ 17,396	

Note: The reconnection fees above include the missed revenues from the customers whose service was restored by the Companies so they would have access during this critical period but excludes the impact of the labor costs related to reconnecting those customers.

Change in Accounts Receivable over 90 day past due

Note: For Palmetto Utilities, Inc., customer accounts receivable 90 day past due balances have increased since March 1, 2020. Palmetto Wastewater Reclamation experienced a similar increase through August and has more recently seen the 90 day past due customer accounts receivable balances return to more normal levels. Since the amount of receivables that will ultimately not be collected would only be an estimate at this time, the Company has not included the amounts in its financial effects at this time rather has listed the increase in receivables here for as information.

Palmetto Utilities, Inc.	\$ 64,841
Palmetto Wastewater Reclamation, LLC	(616)